

## **CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE**

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held in the Council Chamber, The Arc, Clowne on Monday 23<sup>rd</sup> May 2016 at 1000 hours.

### **PRESENT:-**

Members:-

Councillor R. Bowler in the Chair

Councillors P.M. Bowmer, C.P. Cooper (from Minute No. 23), M.G. Crane, R.A. Heffer, A. Joesbury, J.E. Smith and R. Turner

Also in attendance in respect of Minute No. 22 were Councillors T. Connerton (Portfolio Holder for Customer Service, Revenues and Benefits) and M.J. Ritchie (Portfolio Holder for Housing and IT).

Officers:-

J. Foley (Assistant Director – Customer Service and Transformation) (UNTIL Minute No. 22), C. Millington (Scrutiny Officer) and A. Brownsword (Governance Officer)

### **17. APOLOGIES**

Apologies for absence were received from Councillors D. McGregor and E. Stevenson

### **18. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **19. DECLARATIONS OF INTEREST**

There were no declarations of interest.

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### 20. MINUTES – 18<sup>TH</sup> APRIL 2016

Moved by Councillor R.A. Heffer and seconded by Councillor A. Joesbury

**RESOLVED** that subject to the correction of Councillor Bowmer's name, the minutes of a meeting of the Customer Service and Transformation Scrutiny Committee held on 18<sup>th</sup> April 2016 be approved as a true and correct record.

### 21. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Members considered the List of Key Decisions and Items to be Considered in Private document.

Moved by Councillor R. Bowler and seconded by Councillor R.A. Heffer

**RESOLVED** that the List of Key Decisions and Items to be Considered in Private document be noted.

### 22. CORPORATE PLAN TARGETS PERFORMANCE UPDATE JANUARY TO MARCH 2016 (Q4 – 2015/16)

The Assistant Director – Customer Service and Transformation presented the report which gave details of the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 31<sup>st</sup> March 2016. The information was correct as of 10<sup>th</sup> May 2016. Most of the targets were on track.

C 04 – Promote the Council website and increase (unique) visitor numbers by 7% year on year.

It was noted that statistics showed an increase of 88.24% in new unique numbers however, these were being analysed further to ensure accuracy.

C 08 – Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.

A question was asked regarding whether the increase of time taken in Quarters 3 and 4 was as a result of the introduction of Universal Credit. The Assistant Director – Customer Service and Transformation felt that the increase was more to do with an increase in the volume of claims received by the Council.

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C 10 – Carry out 300 disability adaptations to Council houses each year.

Members asked whether larger adaptations e.g. wet rooms were put on hold to do smaller adaptations e.g. handrails to ensure that targets were met. The Portfolio Holder for Housing and IT noted that items such as wet rooms were approved by Derbyshire County Council and were done in order, but took some time to work through the system.

It was noted that Members were getting phonecalls from tenants who had only recently been approved and it was felt that the Council was being put under pressure by Derbyshire County Council.

C 13 – Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.

The Portfolio Holder for Housing and IT noted that the relet standard was currently being looked at and discussions were ongoing as to whether more people were needed on the relet team.

T 09 – Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.

The Assistant Director – Customer Service and Performance noted that the week after the figures had been calculated for the report, the rent arrears stood at 2%. It was also explained that written off debt remained recoverable from the debtor, but writing debt off was an accepted accounting practice.

T 11 – Through successful delivery of projects within the Transformation programme, achieve total income/savings of £600,000 by March 2019

It was noted that £280,000 savings had been achieved, along with income of £120,000 from Leisure Services, which left an amount of £90,800 to find by March 2019.

T 13 – Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.

Members noted that it was pleasing that cash payments could now be taken if the payment machines were not working. The Assistant Director – Customer Service and Performance noted that the target referred to on-line transactions and it was hoped to increase the number of services available on the website.

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith  
**RESOLVED** that early progress against the Corporate Plan 2015-2019 be noted.

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The Assistant Director – Customer Service and Performance left the meeting.

Councillor C.P. Cooper entered the meeting during discussion of the following item.

### **23. SCRUTINY WORK PLAN**

The Scrutiny Officer presented the list of suggested work plan items which had been formulated following the Annual Scrutiny Conference and a discussion took place regarding the Committee's priorities.

#### **1. Council Tax on Houses in Multiple Occupation.**

The Scrutiny Officer noted that although this had been discussed at Executive, further investigation showed that there were possibilities if the property was large enough to have separate entrances and separate facilities. It was suggested that the item be added to the work plan.

#### **2. Impact of Universal Credit**

Members suggested that a presentation be requested from the Benefits Manager and the item be added to the work plan.

#### **3. Transformation and Joint Working Budgets**

#### **4. Non-priority Unaffordable Services**

#### **5. Enabling Services to be Provided to Communities**

The Scrutiny Officer suggested that the three items could be looked at together under the Transformation remit. Members felt that the items could be a good basis for a review and provide the Committee with an opportunity to lead on Transformation.

#### **6. Vehicle Procurement**

The Scrutiny Officer noted that the Procurement Strategy was currently being reviewed and Members would have an opportunity to feed their comments in through the process.

Members requested that the issue be added to the work plan to ensure consultation.

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### 7. Sheltered Accommodation/Flats – Heating Costs

The Chair noted that this had been raised following receipt of a complaint from a tenant at one of the Council's flats which was heated using the District Heating Scheme. The Council's Sheltered Accommodation was also subject to the District Heating Scheme which on the surface looked very expensive for the tenants.

A discussion took place regarding the lack of control the tenants had and that more information was needed.

It was suggested that the matter be placed on the work plan and done first as a quick review.

Moved by Councillor J.E. Smith and seconded by Councillor R. A. Heffer

**RESOLVED** that (1) Council Tax on Houses in Multiple Occupation, Impact of Universal Credit and Vehicle Procurement be added to the work plan as presentations,

(2) A short review on Sheltered Accommodation/Flats - Heating Costs be carried out,

(3) Transformation and Joint Working Budgets, Non-priority Unaffordable Services and Enabling Services to be Provided to Communities be combined and added to the work plan as a future subject for review.

(Scrutiny Officer)

## 24. SCRUTINY REVIEW – SELECTION AND SCOPING

Further to Minute No. 23, a review of Sheltered Accommodation/Flats - Heating Costs was to be carried out. A draft scoping document was formulated to be approved at the next meeting of the Customer Service and Transformation Scrutiny Committee.

Moved by Councillor R. Bowler and seconded by Councillor J.E. Smith

**RESOLVED** that a short review on Sheltered Accommodation/Flats - Heating Costs be carried out and the draft scoping document be submitted to the next meeting of the Customer Service and Transformation Scrutiny Committee for approval.

The meeting concluded at 1110 hours.